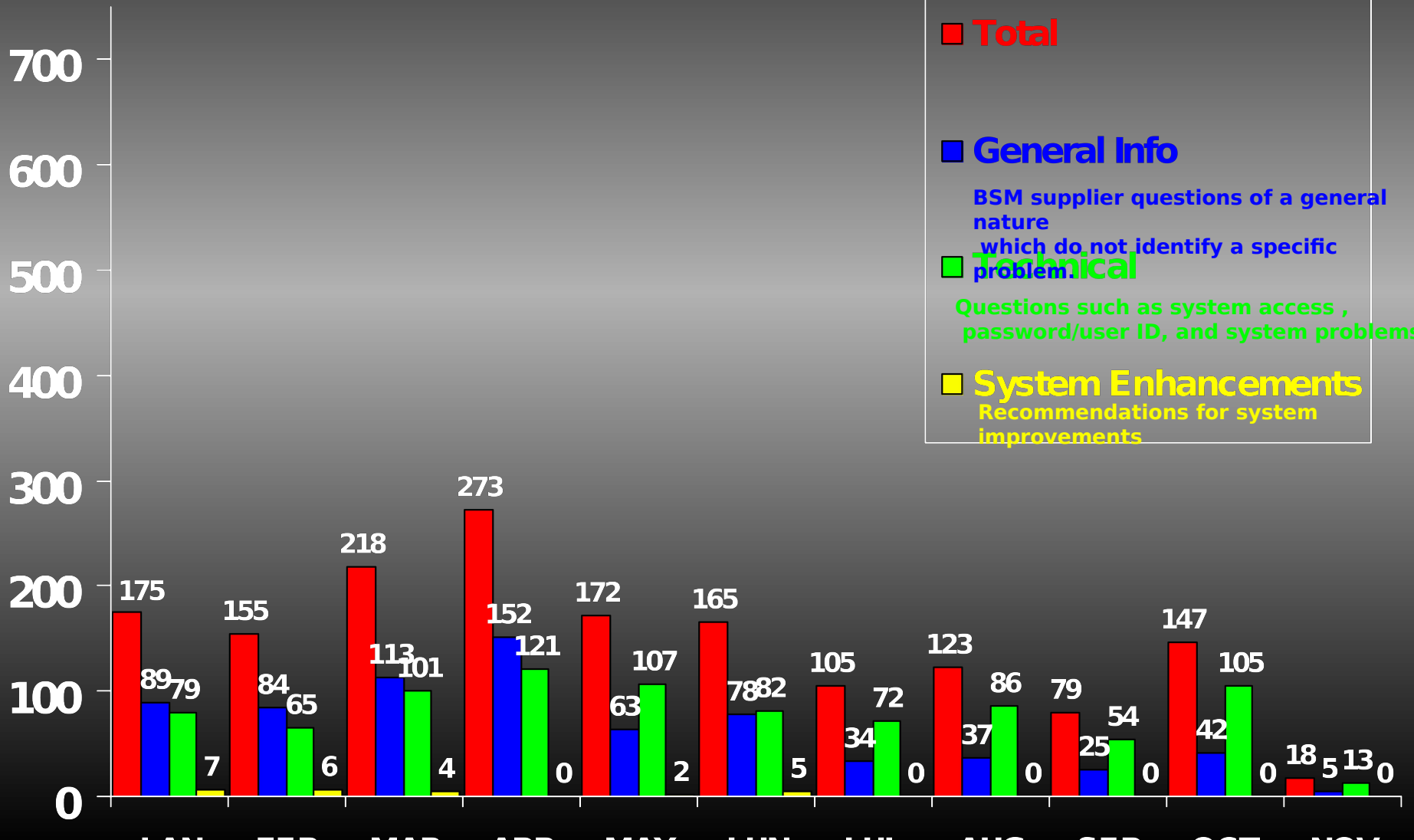




# SRweb RELATED CONTACTS

As of 6 Nov 03

MONTHLY CONTACTS



■ Total

■ General Info

BSM supplier questions of a general nature

which do not identify a specific problem

■ Technical

Questions such as system access, password/user ID, and system problems

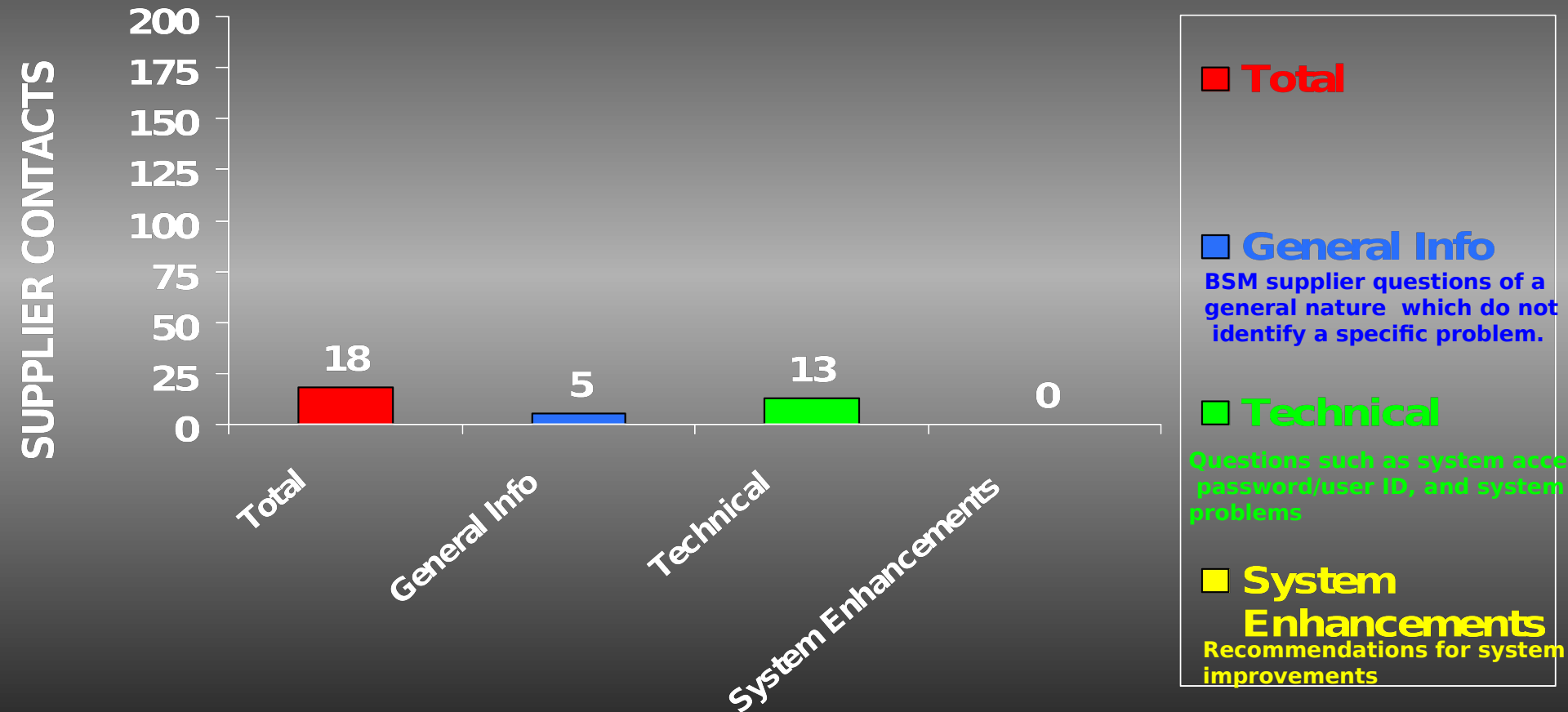
■ System Enhancements

Recommendations for system improvements



# SRweb RELATED CONTACTS

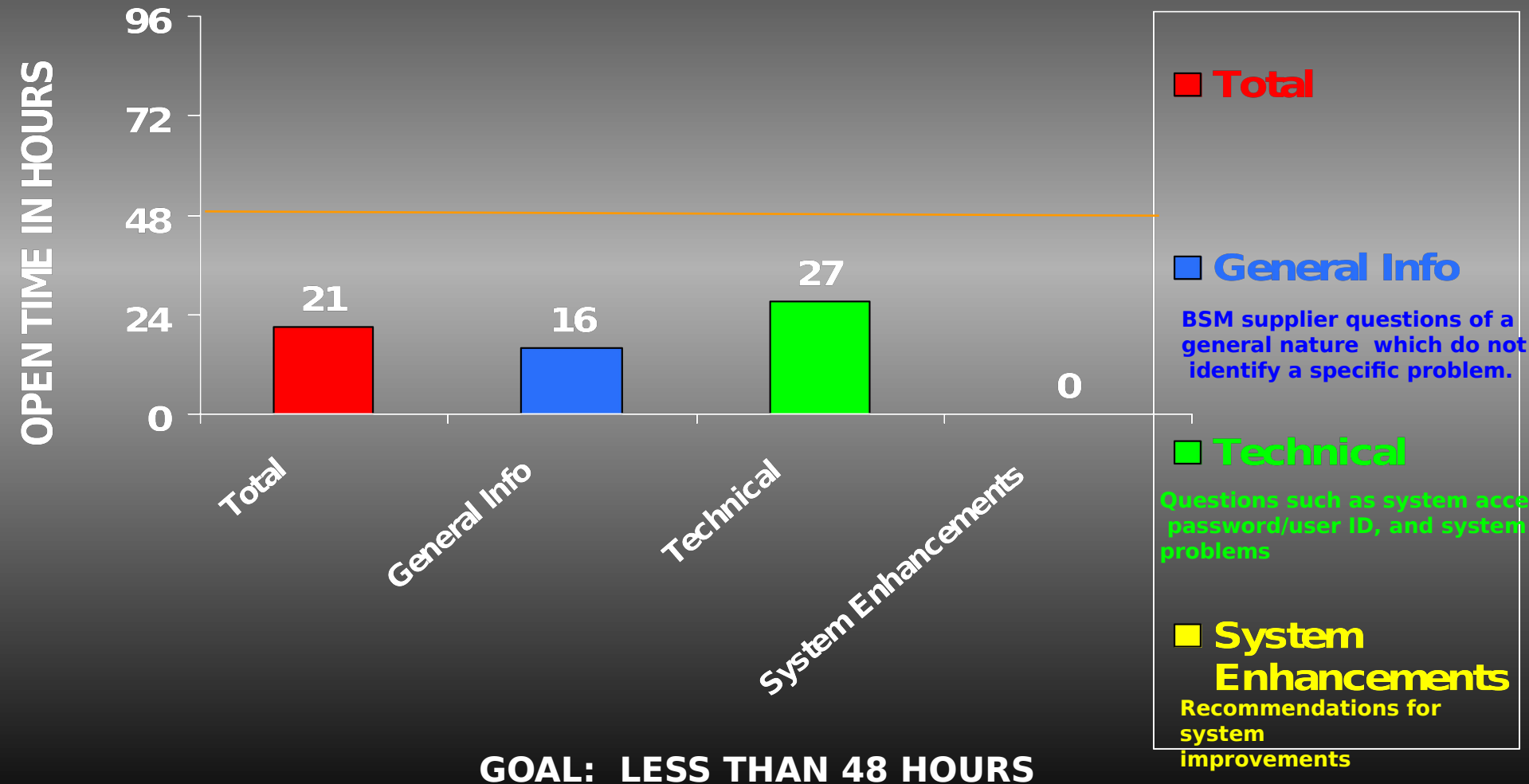
WEEK OF 31 Oct - 6 Nov 03





# SRweb ISSUES

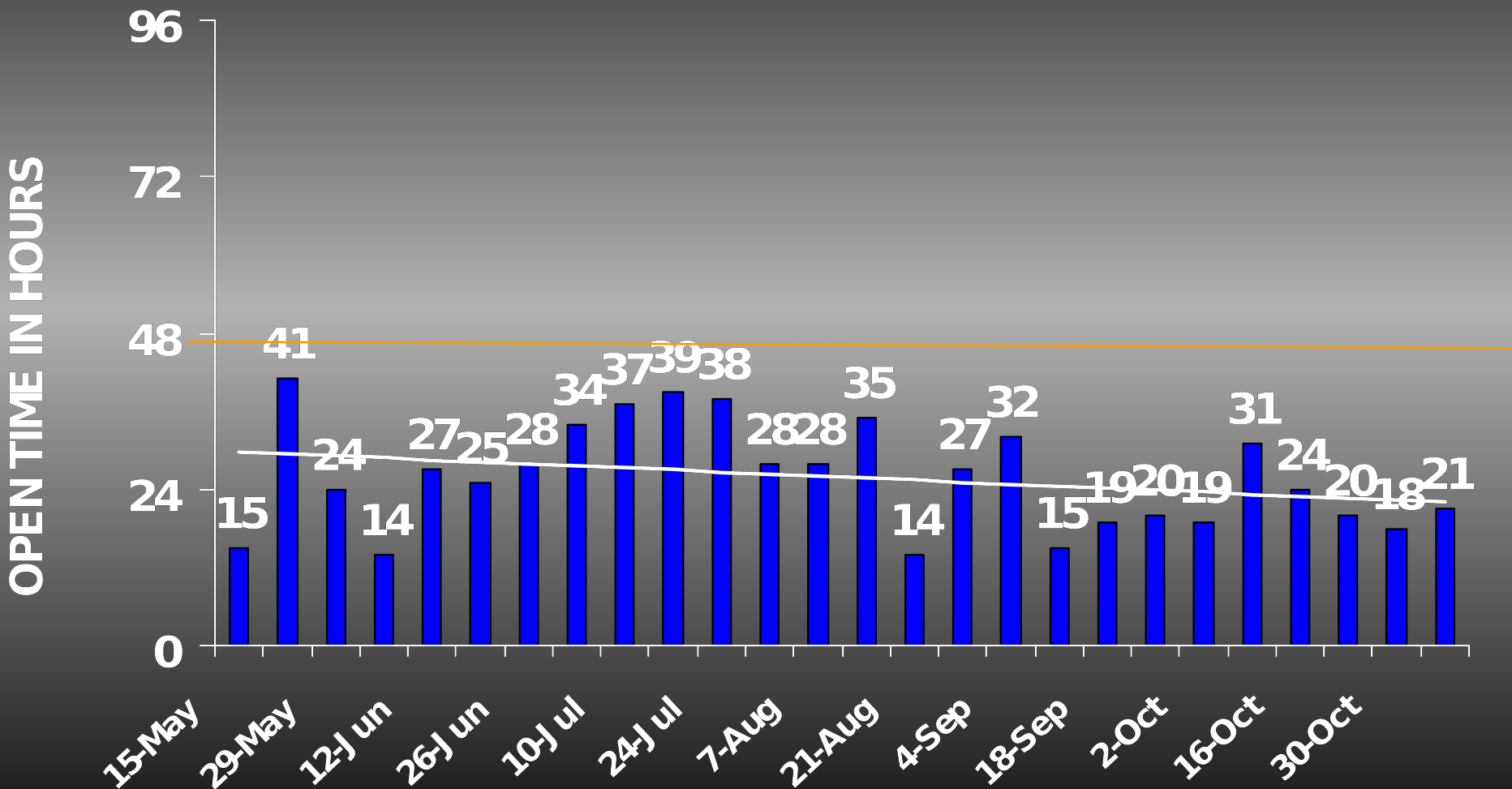
Average Resolution Time  
24 - 30 Oct 03





# SRweb ISSUES

## Average Resolution Time (Trend)



**GOAL: LESS THAN 48 HOURS**



# AGED SRweb REMEDY ISSUES

TECHNICAL ISSUES NOT RESOLVED WITHIN 48 HOUR  
SUSPENSE

AS OF 6 Nov 03

